Medical Information Assistant

Certificate

Program Objective

The Medical Information Assistant certificate program prepares students to work in healthcare establishments as executive/senior assistants. The program provides students with comprehensive medical administrative knowledge and office skills to make them successful as assistants in healthcare settings.

Program Notes

Tuition fees include all materials and student manuals. Financial assistance may be available for those who qualify.

Graduate requirements: Students must maintain a 75% program average to obtain a certificate.

Method of Delivery

Integrated Learning™ System training facilitated by Academy of Learning College facilitators.

Career Opportunities

This program targets the student who is not seeking an entry-level position; it targets the mature student who is looking to re-enter the workforce or change careers. Medical Information Assistants provide support to senior level executives in clinics, hospitals, associations, and other establishments. Upward mobility in this role is possible with experience, motivation, dedication, and a positive attitude.

Admission Requirements

Grade 12 or equivalent or Mature Student Status.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.

Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Program Prerequisites

Candidates must have completed Introduction to Keyboarding at the time of admission to the program.

Duties and Responsibilities

- Responding to patient inquiries by telephone and e-mail
- Monitoring and facilitating patient flow through the clinic
- Organizing and filing medical records
- Updating physician/clinic information on internal database
- Providing assistance to physicians and nurses
- Performing basic office accounting

Required Skills and Personal Attributes

- Effective time management skills
- Friendly, dependable, and co-operative
- Self-Motivated and customer-focused
- Self-directed and team-oriented
- Adaptable and detail-oriented

Competencies upon Completion

Core Courses

- **Keyboarding**
  Minimum 25 words per minute (WPM)
- **Operating Systems**
  Basic level of proficiency in a Windows operating system
- **Word Processing**
  Intermediate level of proficiency in Microsoft Word
- **Spreadsheets**
  Basic level of proficiency in Microsoft Excel
- **Graphics/Presentation**
  Basic level of proficiency in Microsoft PowerPoint
- **Database Management**
  Basic level of proficiency in Microsoft Access
- **Office Skills**
  Office Procedures Level 1 and basic level of proficiency in Microsoft Outlook
- **Business Skills**
  Customer Service & Business Correspondence Level 1
- **Healthcare**
  Introduction to Medical Terminology, Medical Office Procedures, and Medical Receptionist Practical Simulation
- **Job Readiness/Employability Skills**
  Job Search & Résumé Writing

Academy of Learning
CAREER COLLEGE

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